

ISSUE CLASSIFICATION	
Class	Subclass

**PATENT NUMBER**

**U.S. UTILITY Patent Application**

O.I.P.E.		27	PATENT DATE
L.M.J.			
SCANNED	<del>10/25/03</del>	Q.A.	<del>10/25/03</del>

APPLICATION NO.	CONT/PRIOR	CLASS	SUBCLASS	ART UNIT	EXAMINER
09/760099	F.	709	221	21575 21577	Shrestha, Galal

Friedemann Ulmer  
Manfred Lange  
Thomas Trenz

System, method and computer program product for providing a remote support service

PTO-2040  
12/99

## ISSUING CLASSIFICATION

**WARNING:**

The information disclosed herein may be restricted. Unauthorized disclosure may be prohibited by the United States Code Title 35, Sections 122, 181 and 368. Possession outside the U.S. Patent & Trademark Office is restricted to authorized employees and contractors only.

Form PTO-436A  
(Rev. 8/89)

FILED WITH:  DISK (CRF)  FICHE  CD-ROM  
(Attached in pocket on right inside flap)

## BEST AVAILABLE COPY

(FACE)